

NCCIC Is a Service of the Child Care Bureau

10530 Rosehaven Street, Suite 400 • Fairfax, VA 22030 • Phone: 800-616-2242
Fax: 800-716-2242 • Email: info@nccic.org • Web: <http://nccic.acf.hhs.gov>

COMMUNICATION STYLES EXERCISE¹

Identify the communication style of each person described below. Simply use a letter S (Supporter/Relator); C (Controller/Director); P (Promoter/Socializer); A (Analyzer/ Thinker).

1. _____ George can quickly tell what's going on in any situation and is not afraid to speak out about what should be done. He doesn't follow the latest fad, but wears clothes that are practical. When you first meet George, you notice he is friendly. Later you realize he hasn't told you much about his personal life. You go out to lunch with George. He orders steak medium rare, but the meat is served nearly raw. George shouts for the waiter, and complains loudly. The waiter apologizes and takes the steak back to be cooked longer, but George doesn't want to wait. He demands to see the manager and tells her in the future he'll eat elsewhere. You both grab a lunch at a drive-through and are back at the office in time for George's next meeting.
2. _____ Dave is really a nice guy. He's open and always willing to listen. On his desk are lots of photos with family and friends, many of them taken at Disneyland, the "happiest place on earth." Dave usually dresses in soft, warm colors, and hates to wear a coat and tie. You go out to lunch with Dave and he orders steak, well done. When he cuts into it, however, it's overdone and tough. He doesn't say a thing to you, and continues to eat. The waiter comes by and asks, "How is your steak?" Dave hesitantly replies he's sorry to say he likes his steak a little more tender. "Would you like me to take it back?" Dave answers, "Only if it's not too much trouble."
3. _____ Jean is a rather complicated person. She cares a lot about what others think of her, but she is sometimes callous about the feelings of others. So she's both sensitive and insensitive. It can be confusing! There is no confusion about one thing-Jean is an excellent planner. She gathers all the data and can foresee potential problems. She researches ways to avoid them, at little cost to the company. At her desk, Jean displays her college diploma, framed, and a list of company policies. You go out to lunch with Jean, who orders steak medium well. It's a shade too pink for her, so she requests the waiter to have the chef cook it for exactly 2 and a half minutes more.

¹ Based on survey taken from Alessandra, T, & O'Connor, M.J. (1996). *The Platinum Rule®*. New York: Warner Books. Used with permission. All rights reserved. For more information on The Platinum Rule, visit www.PlatinumRulegroup.com

4. _____ Caroline is a popular person with a big ego. She gets into many circumstances where she is the one to confront problems, because she knows how she thinks and feels about many issues. Caroline speaks her mind, but doesn't like to alienate others in the process. So she tries to make them feel good, about themselves and her. Caroline has a large closet full of clothes with lots of color, texture and bold designs. At her desk is a blown-up photo of her and the company president having fun at last year's Christmas party. You go out to lunch with Caroline and the steak is not cooked to her liking at all. She calls the waiter over immediately and asks for another plate. She quickly decided to try something else. "Bring me the sword fish special instead!"